

16th October 2020

Field Implementation of Improved labelling on Sedeo Seating Elevating Legrests

Dear Healthcare 21 Business Partners,

Based on customer/market feedback provided by Healthcare 21, in relation to the Sedeo Seating Elevating legrest, most commonly found on the Breezy IBIS (formerly known as the Handicare IBIS), Sunrise Medical, underwent a process of updating the owner's manual to increase awareness around the risk of finger entrapment when using the Sedeo Seating Elevating Legrest. We subsequently identified a requirement for labelling these Elevating Legrests with Pinch Point Warning stickers. I do appreciate your proactive approach in raising this matter with us and your support towards the continuous improvement of our products.

We would hope that the work undertaken by Healthcare 21 thus far, will result in positive market feedback and I would like us to work collaboratively to expand on this further by requesting completion of the following in the Irish Marketplace:

- Continue the proactive roll out of this improvement ensuing:
 - Addition of Pinch Point Warning Stickers to all relevant products with Elevating legrests
 - The Appendix to the User Manual detailing the updated Instruction for Use is distributed
- Work with your customers and fellow service providers to support them in completion of above on products that they may service / support

We would hope to update all products in the field as efficiently as possible with your support to ensure all the Sedeo Elevating Legrests are labelled appropriately and the updated instruction for use are distributed. I attach a copy of the labelling instructions for your information and distribution.

Thank you for your continued support.

For and on behalf of
SUNRISE MEDICAL LTD



Simon Collins
UK Commercial Operations Director

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Sedeo Elevating Legrest Continuous Improvement Program

Instructions

- **Product Labelling:** Locate and identify all products in the Irish Marketplace with the Sedeo Elevating legrests and label as shown below with Pinch Point Warning Stickers [labels provided by Sunrise Medical].
- **Two labels should be applied to each legrest** – one on outside and one on inside of legrest as illustrated



- **Information for Use (Owner's Manual):** Provide the updated appendix to the User Manual once Pinch Point Warning Stickers have been applied.

From February 2020, all complete products with Sedeo Elevating Legrests fitted are now being supplied with Pinch Point Warning Stickers in place and User Manual has been updated to reflect this. In addition, Pinch Point Warning Stickers are also now applied to all Sedeo Elevating Legrests being supplied as a spare part.

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